



Return Material Authorization (RMA) Return Instructions

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Return Guidelines

- RMAs *returned under a service maintenance contract*: Please return parts within 10 days of receipt of replacement parts. **Cisco reserves the right to invoice for nonreturned product at the current list price.** If you are unable to return the parts within this timeframe, please contact Asset Recovery for an approved extension.
- RMAs *returned as a part of the Trade In program*: These returns are due within 90 days from the last product ship date (of the new Sales Order). If you are unable to return the parts within this timeframe, please follow the [extension request process](#). Any product not returned within the specified period of time will be subject to invoicing for the same credit amount received at time of sale. Product can be returned at no charge to the customer by utilizing Cisco's [online pickup request tool](#).



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- RMAs *returned for credit*: Please return parts within 30 days after RMA creation. If you are unable to return the parts within this timeframe, contact Asset Recovery for an approved extension. Products returned should be new and unused. **Any product returned on a Return with Credit RMA, in used condition, is subject to invoice at the current list price.** Products should be returned for Return with Credit RMAs using an issued RMA number, which begins with a 2 or 3, and contains seven digits. AA (Awaiting Authorization) numbers are temporary tracking numbers generated from the Returns Tool (Online Return with Credit customer request submittals). Products should not be sent back to Cisco under these tracking numbers because the return has not been authorized. You are responsible for all return shipping costs and customs duties.
- RMAs *returned without credit*: Please return parts within 30 days after RMA creation. If you are unable to return the parts within this timeframe, contact Asset Recovery for an approved extension, otherwise, **Cisco reserves the right to invoice for nonreturned product at the current list price.** Products should be returned using an issued RMA number, which begins with a 2 or 3, and contains seven digits. You are responsible for all return shipping costs and customs duties.
- RMAs *returned for replacement*: Please return parts within 15 days after RMA creation. Products should be returned using an issued RMA number. You are responsible for all return shipping costs and customs duties.

Theatre/Country Return Instructions

Please return your RMA to the address listed in the “Return Address” field of the [RMA/Service Order Status Tool](#) (SVO). If you are unable to access SVO, please use the appropriate country depot listed below.

United States and Canada

The following information is in this section:

- [Service RMA Return Locations](#), page 2
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- [Return With Credit, Return Without Credit, Return and Replace RMA Return Location](#), page 3
- [2-Tier Distributor Return Location](#), page 4
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Service RMA Return Locations

- [Product Online Web Returns](#) (POWR) tool: www.cisco.com/go/logistics.

The POWR tool is a web-based application designed to schedule the pickup of your Service RMA and direct that return to the appropriate Cisco return location with speed and accuracy. POWR offers the added advantage of auto-updating Cisco Systems, Inc. with your return information, which stops automated e-mail reminders. A Cisco.com password is not required!

- Manual paper waybill

Provided paper waybills may be used in the instance of no web or printer access. Please complete all requested information and note the RMA number in the Reference Number field.

Service Return Locations

This section contains information on return locations in the United States and Canada.

United States

Selectron, CA
C/O Cisco Systems, Inc.
890 Yosemite Drive Bldg. 14
Receiving Dock R9
Milpitas, CA 95035
U.S.

Cisco Systems, Inc.
C/O Selectron Service Operations
9500 Metric Blvd.
Suite 200
Austin, TX 78758
U.S.

Teleplan Intl.
C/O Cisco Systems, Inc.
8875 Washington Blvd. Ste. B
Receiving Dock 149
Roseville, CA 95678
U.S.

Jabil Global Services
C/O Cisco Systems, Inc.
2007 Gandy Blvd.
Bldg. D, Dock U
St. Petersburg, FL 33702
U.S.

Canada

UPS Logistics
C/O Cisco Systems, Inc.
7315 David Hunting Drive
Mississauga, ON L5S 1W3
Canada

Return With Credit, Return Without Credit, Return and Replace RMA Return Location

United States and Canada

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

2-Tier Distributor Return Location

United States and Canada

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

Service Asset Recovery Contacts

E-mail: asset-recovery@cisco.com

Phone: 1 800 800-1180 ext. 67284 or 408 526-7284

Fax: 408 526-5533

Non-Service Asset Recovery Contacts

E-mail: wwrl-nam-returns@cisco.com

Europe, Middle East, and Africa (EMEA)

The following information is in this section:

- [Service RMA Location, page 4](#)
- [Service Asset Recovery Contacts, page 4](#)

Service RMA Location

Main Return Address from EEA countries

Cisco Systems International BV
C/O Kuehne + Nagel
Sojadijk 4
HELMOND, 5704 RL
The Netherlands

Main Return Address from NON-EEA countries

Cisco Systems International BV
C/O Kuehne + Nagel
Sojadijk 6
HELMOND, 5704 RL
The Netherlands

Service Asset Recovery Contacts

E-mail: asset-recovery-emea@cisco.com

Phone: 31 20 357 3586

Fax: 31 20 357 1310

Non-Service Asset Recovery Contacts

E-mail: wwrl-emea-returns@cisco.com

Asia

The following information is in this section:

- [Service RMA Return Locations, page 5](#)
- [Return With Credit, Return Without Credit, Return and Replace RMA Return Location, page 9](#)
- [2-Tier Distributor Return Location, page 9](#)
- [Service Asset Recovery Contacts, page 9](#)

Service RMA Return Locations

China

Cisco
C/O DHL ELC CISCO WHS
Dock 15, WHSE B
Fu Run Tong Warehousing Co., Ltd
East Tian Zhu Road, Tian Zhu Airport Industrial Section A
BEIJING, BJ 101312
CHINA
Attn: RMA Receiving
Tel : +86-10-8048-6446

To arrange RMA Return: +86-21-6119-7110
Email: dgi-pickup-china@external.cisco.com or
Email: asset-recovery-chn@cisco.com

Guam

Cisco
C/O Guam Pak Express
278 S. Marine Drive - Suite 105
Tamuning, Guam 96913
GUAM
Tel: +1 671 649 3971 / 2323
Fax: +1 671 649 3454

To arrange RMA Return: +1 671 649 3971 / 2323 or +65 6413 9730
Email: asset-recovery-restofasia@cisco.com

Hong Kong

Cisco
C/O DHL International (HK) LTD.
Unit 2 & 3, 5/F Global Gateway (H.K)
168 Yeung UK Road, Tsuen Wan
New Territories, Hong Kong

Tsuen Wan, New Territories
HONG KONG
Attn: RMA Receiving
Tel: +852-2407-0570
Fax:+852-2615-1236

To arrange RMA Returns: +852-2407-0570
Email: asset-recovery-restofasia@cisco.com
Tel: + 65 6413 9730

India

Cisco Systems (I) Pvt. Ltd.
C/O LEE & MUIRHEAD PVT LTD
NO.16/A, DODDANEKUNDI, 2ND PHASE,
INDUSTRIAL AREA, HOODI VILLAGE,
WHITEFEILD
Bangalore – 560048
Karnataka
INDIA

To arrange RMA Return: +91-80-4127-6014 or 91-080-41240390
Email: asset-recovery-india@cisco.com

Indonesia

Cisco
C/O PT Birotika Semesta
C/O DHL / Tabitha Logistics Centre
Taman Niaga Soewarna Soekarno Hatta AL#3
International Airport
Jakarta 19110 Indonesia
INDONESIA
Attn: RMA Receiving
Tel : +6221 5590811 or+6221 5590911 ext 132

To arrange RMA Return: +6221 5590811 or+6221 5590911 ext 132
Email: asset-recovery-kor@cisco.com

Korea

Cisco
C/O TNT Korea
ANGUK BUILDING
#8-1 MAGOK-DONG
GANGSEO-GU
Seoul, 157 210,
KOREA
Attn: RMA Receiving
Tel: +82 32 744 9223
Fax: +82 32 744 9224

To arrange RMA Return: +82 1588 0588
Email: asset-recovery-kor@cisco.com

Macau

Cisco
C/O DHL International (HK) LTD.
Unit 2 & 3, 5/F Global Gateway (H.K)
168 Yeung UK Road, Tsuen Wan
New Territories, Hong Kong
Tsuen Wan, New Territories
HONG KONG
Attn: RMA Receiving
Tel: +852-2407-0570
Fax:+852-2615-1236

To arrange RMA Returns: +86 10 8515 5578
Email: asset-recovery-chn@cisco.com

Malaysia

Cisco Systems (Malaysia) Sdn Bhd
C/O Exel Global Logistics (Malaysia) Sdn Bhd
No 2 Jalan PPU 1, Batu 12.5
Taman Perindustrian Puchong Utama
47100 Puchong
Selangor
MALAYSIA
Tel:+60-3-8064-3936

To arrange RMA Return: + 65 6413 9730 or +60 12-2444 064
Email: asset-recovery-restofasia@cisco.com

Philippines

Cisco
C/O AIRLIFT ASIA INC
AAI Freight Management Center
Kaingin Road, Multinational Drive
Paranaque City
PHILIPPINES
Attn: RMA Receiving
Tel: +63-2-776 8082

To arrange RMA Return: +63-2-776 8082
Email: asset-recovery-kor@cisco.com

Singapore

Cisco Systems Inc.
C/O DHL Exel Supply Chain (Singapore) Pte Ltd
Co Reg No. 199805868N
CR No. 15868980000Z
9 Tai Seng Drive
#03-01 Geo-Tele Centre

SINGAPORE 535227

Tel: +65 6461 6249 (Opt. 3-CSSP)

Fax: +65 6461 6755

To arrange RMA Return: +65 6413 9730 or 6461 6249 (Opt. 3-CSSP)

Email: asset-recovery-restofasia@cisco.com

Sri Lanka

Cisco

C/O DHL Exel Supply Chain - LK

No 101. Ambathale Road

Katupallela Junction

Wellampitiya, Sedawatte,

SRI LANKA

To arrange RMA Return: +94 773 451922 or + 65 6413 9730

Email: asset-recovery-restofasia@cisco.com

Tel: + 65 6413 9730

Taiwan

Cisco

C/O TNT, 3F No. 6 Hou Sheng Rd

Taipei, 338

TAIWAN

Attn: RMA Receiving

Tel: +886-9-7269-9789

To arrange RMA Returns: +886-3-321-8521

Email: asset-recovery-chn@cisco.com

Thailand

Cisco

C/O DHL Exel Supply Chain

29/10 Moo 7

Soi Pooncharoen Bangna-Trad Km. 16.5

Bangplee Samutprakarn

THAILAND

Attn: RMA Receiving

Tel : +662 7406702/4 ext. 116

To arrange RMA Return: +662 740 6071-4 opt.1

Email: asset-recovery-kor@cisco.com

Vietnam 1

Cisco

C/O VN1 - EXEL (Vietnam) Ltd

SPC Ho Chi Minh

17 Le Trung Nghia Street

Ward 12, Tan Binh District

Hochiminh City

VIETNAM

To arrange RMA Return: +84 8 9485587 or +65 6413 9730
Email: asset-recovery-restofasia@cisco.com

Vietnam 2

Cisco
C/O HAN - EXEL (Vietnam) Ltd
SPC Hanoi
233 Nguyen Trai
Thanh Xuan DistHanoi
VIETNAM
Tel: +84(4) 5572697 or 5572696
Fax: +84 (4) 5572698

To arrange RMA Return: +84(4) 5572697, 5572696 or +65 6413 9730
Email: asset-recovery-restofasia@cisco.com

All Other Countries Service RMA Return Location

DHL Singapore
C/O Cisco Systems, Inc.
9 Tai Seng Drive
03-01 Geo-Tele Centre
Singapore 553 225

Return With Credit, Return Without Credit, Return and Replace RMA Return Location

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

2-Tier Distributor Return Location

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

Service Asset Recovery Contacts

China

E-mail: asset-recovery-china@cisco.com

The Rest of Asia

Email: asset-recovery-asia@cisco.com

Non-Service Asset Recovery Contacts

Email: wwrl-apac-returns@cisco.com

Australia and New Zealand

The following information is in this section:

- [Service RMA Return Locations](#), page 10
- [Return With Credit, Return Without Credit, Return and Replace RMA Return Location](#), page 10
- [2-Tier Distributor Return Location](#), page 10
- [Service Asset Recovery Contacts](#), page 11

Service RMA Return Locations

Australia

Cisco Systems Australia
 C/O Sydney TNT Storapart Warehouse
 Unit B3, 2-8 McPherson Street
 Banksmeadow, NSW 2019
 AUSTRALIA
 Attn: RMA Receiving
 Tel: +61-2-9352-2812

 To arrange RMA Returns: +61 1300 367 238
 Email: asset-recovery-anz@cisco.com

New Zealand

Cisco Systems NZ
 C/O DHL International (N.Z) Ltd
 DESC Warehouse
 1036 Kerwyn Ave
 Highbrook 1
 East Tamaki
 NEW ZEALAND
 Tel: +64-9-271-8753
 Fax: +64-9-271-4258

 To arrange RMA Returns: +64 (0)800 800 020
 Quote Account number: 962637300
 Email: asset-recovery-anz@cisco.com

Return With Credit, Return Without Credit, Return and Replace RMA Return Location

Australia and New Zealand

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

2-Tier Distributor Return Location

Australia and New Zealand

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

Service Asset Recovery Contacts

E-mail: asset-recovery-aust@cisco.com

Phone: 61 2 8446 6060

Fax: 61 2 8446 8499

Non-Service Asset Recovery Contacts

E-mail: wwrl-apac-returns@cisco.com

Japan

The following information is in this section:

- [All Returns Locations, page 11](#)
- [Service Asset Recovery Contacts, page 11](#)

All Returns Locations

Cisco Systems K.K.
DHL Japan, Inc. TDC/ELC
1-10-9 Shinkiba
Koto-Ku
Tokyo 136-0082
Japan

Service Asset Recovery Contacts

E-mail: asset-recovery-jp@cisco.com

Phone: 0120-051452

Non-Service Asset Recovery Contacts

E-mail: wwrl-japan-returns@cisco.com

Central and South America

The following information is in this section:

- [Service RMA Return Location, page 12](#)
- [Return With Credit, Return Without Credit, Return and Replace RMA Return Location, page 12](#)
- [2-Tier Distributor Return Location, page 12](#)
- [Service Asset Recovery Contacts, page 12](#)

Service RMA Return Location

Solectron Global Services
C/O Cisco Systems, Inc.
12463 Research Blvd.
Dock doors 4, 5, or 6
Austin, TX 78759
U.S.

Return With Credit, Return Without Credit, Return and Replace RMA Return Location

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

2-Tier Distributor Return Location

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

Service Asset Recovery Contacts

E-mail: asset-recovery-latam@cisco.com
Phone: 408 526-8764 (U.S. - Se Habla Español)
Fax: 408 853-1565 (U.S.)

Non-Service Asset Recovery Contacts

Email: wwrl-latam-returns@cisco.com

Mexico

The following information is in this section:

- [Service RMA Return Location, page 12](#)
- [Return With Credit, Return Without Credit, Return and Replace RMA Return Location, page 13](#)
- [2-Tier Distributor Return Location, page 13](#)
- [Service Asset Recovery Contacts, page 13](#)

Service RMA Return Location

Worldwide Logistics de Mexico
Prolongacion Saturno #456 Almacen #20
Colonia Nueva Industrial Vallejo
Delegacion Gustavo A. Madero
C P 07700 Mex D F
Mexico
Attention: W1707

Return With Credit, Return Without Credit, Return and Replace RMA Return Location

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

2-Tier Distributor Return Location

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

Service Asset Recovery Contacts

E-mail: asset-recovery-latam@cisco.com

Phone: 52-55-5267-1061

Fax: 52-55-5267-1199

Non-Service Asset Recovery Contacts

E-mail: wwrl-latam-returns@cisco.com

Failure Analysis (FA) Returns

Effective November 20, 2009, all Failure Analysis cases requested by customers/partners will go through the following new process:

1. When customers/partners request FA on an RMA, the case creator (for example TAC or HTTS) will inform them of the new process.
IMPORTANT MESSAGE TO THE CUSTOMER/PARTNER: Please do not ship the parts as you may have done in the past. A Cisco FA collection agent will contact you via phone to provide you with further instructions on the new returns process.
2. The Cisco collection agent will provide the customer/partner a completed “Ship Confirmation” form via email. The customer/partner must ensure that the information is accurate. They must also make sure that the following information is clearly written on the parcel in large and legible letters using a felt tipped marker:
 - a. RMA Number
 - b. FA Case Number



Note

The FA Collection Team (FACT) Courier will need the above information in order to pick up the parcel (shipment) . FA returns without this information will result in rescheduling of the pickup and will cause delay in returning the FA parts to Cisco.

3. Once all information has been exchanged, the FACT agent will send an email to the customer/partner confirming the following:
 - a. Case details
 - b. Scheduled pick up information
 - c. Special pick up instructions from the customer
4. A FACT courier will pick up the parcel (shipment) as per the defined schedule and location:

- a. The FACT courier will look for the Ship Confirmation Form attached to the parcel (shipment).
- b. The FACT courier will also identify the parcel (shipment) by the RMA number and the FA case number the customer has written on the parcel.
- c. The FACT courier will provide a bill of lading (BOL) , AWB (air way bill) or receipt for the parcel.



Note If the FACT courier cannot pick up the parcel (shipment), they will work with the customer to reschedule as soon as possible.

5. Once the FACT courier collected the parcel (shipment), the FACT agent will send the customer/partner an email confirmation that the pick-up has been made and will provide them with the track and trace details.

To check the status of your FA case, email the FACT team at: cisco.fact@dhl.com.

To contact the FACT team by phone:

US: + 877-662-6947

Europe: + 02-0206-1733

APAC: + 65-6311-5701

Japan: + 0120 994480

Packaging Guidelines

- Write the RMA number on the outside of each returned box.
- Reuse the original packaging material to return electronic parts, and ensure that parts are placed in ESD bags and waterproofed, if applicable.
- Pad corners of the chassis and any boards, components, or other fragile parts with foam or paper. Please treat the return as you would expect us to treat products sent to you. Avoid strapping a chassis to a wooden pallet with little or no protection.

Viewing of Return Status

If you are a registered Cisco customer, you can view the status of your RMA via the RMA/Service Order Status Tool (SVO) at the following URL:

<http://tools.cisco.com/serviceordertools/svosubmit/tools.do>